

What is claimed is:

1. A method for dispute management using a dispute management application comprising:

receiving an indication from a user to file a claim using a first computer, wherein the claim comprises a request for a dispute management process;

providing the user with a plurality of dispute management features in response to receiving the indication at the first computer;

allowing a case manager to manage the dispute management process using a second computer;

receiving an indication from the case manager of a selected neutral at a third computer; and

allowing the selected neutral to facilitate the dispute management process using a third computer.

2. The method defined in claim 1 wherein the user is a claimant.

3. The method defined in claim 1 wherein the user is respondent.

4. The method defined in claim 1 further comprising providing the user with access to a case filing application in response to receiving the indication from the user to filing a claim.

0960403-112101
TOTAL 20405650

5. The method defined in claim 4 further comprising:

receiving an indication from the user, wherein the indication indicates a dispute management feature for the dispute management application; and providing the dispute management feature to the user with the dispute management application in response to receiving the indication.

6. The method defined in claim 1 further comprising providing the user with access to information relating to dispute management.

7. The method defined in claim 6 further comprising allowing the user to electronically search through the information.

8. The method defined in claim 7 wherein allowing the user to electronically search comprises receiving a keyword from the user.

9. The method defined in claim 1 further comprising providing the user with a directory, wherein the directory includes contact information.

10. The method defined in claim 1 wherein the dispute management process is selected from the group consisting of documents-only arbitration and on-call mediation.

0990402 112101

11. The method defined in claim 1 further comprising receiving an indication from the user that indicates the desirability of a neutral from a plurality of neutrals at the first computer.

12. The method defined in claim 11 further comprising providing the user with access to additional information relating to the plurality of neutrals.

13. The method defined in claim 1 further comprising receiving an indication from the user at the first computer that indicates the desirability of a neutral from a plurality of neutrals using an on-line calendar.

14. The method defined in claim 13 further comprising indicating the desirability of the neutral based at least in part on the availabilities of the plurality of neutrals.

15. The method defined in claim 1 further comprising receiving an indication from the user to provide submissions relating to the claim.

16. The method defined in claim 1 further comprising receiving an indication from the user to electronically submit at least one document.

17. The method defined in claim 16 further comprising receiving definitions of viewing priorities from the case manager at the second computer.

0950403 43101
TOTAL 240660

18. The method defined in claim 16 further comprising providing the neutral at the third computer with access to the at least one document.

19. The method defined in claim 1 further comprising providing the user with a schedule for electronically submitting at least one document.

20. The method defined in claim 1 further comprising providing a notification to the selected neutral at the third computer in response to receiving the indication from the case manager.

21. The method defined in claim 1 further comprising providing the user with a discussion area relating to dispute management.

22. The method defined in claim 1 further comprising allowing the user to create a discussion area relating to dispute management.

23. The method defined in claim 1 further comprising providing the user with access to a case, wherein the case comprises the claim that the user has filed.

24. The method defined in claim 1 further comprising providing the user with access to postings that have been submitted using the dispute management application.

09590403-12104

25. The method defined in claim 1 further comprising receiving an indication from the user of users that have a conflict of interest with the claim.

26. The method defined in claim 1 further comprising receiving an indication from the user that the user desires to create a profile.

27. The method defined in claim 26 wherein the profile comprises information relating to dispute prevention.

28. The method defined in claim 26 wherein the profile comprises information relating to dispute resolution.

29. A method for providing dispute management features in a dispute management application comprising:

receiving an indication at a first computer from a user at a second computer to file a claim;

providing the user at the second computer with access to a case filing application in response to receiving the indication;

receiving an indication at the first computer from the user at the second computer, wherein the indication indicates a dispute management feature for a dispute management application; and

providing the dispute management feature to the user using the first computer with the dispute management application in response to receiving the indication.

00950456-1101
T.0121.29405660

30. The method defined in claim 29 wherein the user is a claimant.

31. The method defined in claim 29 wherein the user is respondent.

32. The method defined in claim 29 further comprising providing the user with access to user information relating to dispute management.

33. The method defined in claim 32 further comprising allowing the user to electronically search for user information.

34. The method defined in claim 29 further comprising allowing the user to select a dispute management process.

35. The method defined in claim 34 wherein the dispute management process is selected from the group consisting of documents-only arbitration and on-call mediation.

36. The method defined in claim 29 further comprising receiving an indication from the user that indicates the desirability of a neutral from a plurality of neutrals at the second computer.

37. The method defined in claim 36 further comprising providing the user with access to additional information relating to the plurality of neutrals.

0990402-112101

38. The method defined in claim 29 further comprising calculating a filing fee for the claim.

39. The method defined in claim 29 further comprising allowing the user to modify the claim.

40. The method defined in claim 29 further comprising receiving an indication from the user to electronically submit at least one document.

41. The method defined in claim 29 further comprising providing the user with a schedule for electronically submitting at least one document.

42. The method defined in claim 29 further comprising providing the user with access to postings that have been submitted using the dispute management application.

43. The method defined in claim 29 further comprising:

receiving an indication from the user to postpone a hearing; and

providing users related to the claim with a notification in response to receiving the indication.

44. The method defined in claim 29 further comprising receiving an indication from the user that the user desires to create a profile.

00990402 12101
TOT 20406660

45. A method for preventing disputes using a dispute management application comprising:

monitoring communications from a first computer;

comparing information from the first computer with dispute management criteria from a database located at a second computer;

determining a dispute-related conclusion based at least in part on the comparison using data mining techniques; and

providing a dispute management process to a user at the first computer.

46. The method defined in claim 45 further comprising determining key fields in the communications.

47. The method defined in claim 45 wherein the dispute management criteria comprises dispute prevention information.

48. The method defined in claim 45 further comprising communicating a notification to the user that indicates the likelihood for a dispute to arise.

49. The method defined in claim 45 further comprising providing the user with statistics relating to dispute management.

0990403-1404

50. A method for international dispute management using a dispute management application comprising:

monitoring communications to a first user at a first computer from a second user at a second computer;

identifying the second user at the second computer;

providing the first user with international dispute management information in response to the identification;

determining one or more dispute management rules; and

providing the first user with a plurality of dispute management features in response to determining the dispute management rules.

51. The method defined in claim 50 further comprising providing the first user with access to information relating to international dispute management.

52. The method defined in claim 50 wherein identifying the second user comprising determining the country that the second user is communicating from.

53. The method defined in claim 50 further comprising providing the first user with arbitration clauses relating to the country that the second user is from.

54. The method defined in claim 50 further

099040E 1101

comprising providing the first user with rules relating to the country that the second user is from.

55. The method defined in claim 50 further comprising determining a dispute management process for resolving an international dispute.

56. The method defined in claim 55 further comprising providing the first user with the dispute management process for resolving the dispute.

57. The method defined in claim 55 wherein the dispute management process is selected from the group consisting of documents-only arbitration and on-call mediation.

58. The method defined in claim 50 further comprising receiving an indication from the first user to create a profile.

59. The method defined in claim 50 further comprising receiving an indication from the second user to create a profile.

60. A system for dispute management using a dispute management application comprising:

means for receiving an indication from a user to file a claim using a first computer, wherein the claim comprises a request for a dispute management process;

means for providing the user with a plurality of dispute management features in response to receiving the indication at the first computer;

TOP SECRET

means for allowing a case manager to manage the dispute management process using a second computer;

means for receiving an indication from the case manager of a selected neutral at a third computer; and

means for allowing the selected neutral to facilitate the dispute management process using a third computer.

61. The system defined in claim 60 wherein the user is a claimant.

62. The system defined in claim 60 wherein the user is respondent.

63. The system defined in claim 60 further comprising means for providing the user with access to a case filing application in response to receiving the indication from the user to filing a claim.

64. The system defined in claim 63 further comprising:

means for receiving an indication from the user, wherein the indication indicates a dispute management feature for the dispute management application; and

means for providing the dispute management feature to the user with the dispute management application in response to receiving the indication.

099040 4401
TCTT 2040660

65. The system defined in claim 60 further comprising means for providing the user with access to information relating to dispute management.

66. The system defined in claim 65 further comprising means for allowing the user to electronically search through the information.

67. The system defined in claim 66 wherein the means for allowing the user to electronically search comprises means for receiving a keyword from the user.

68. The system defined in claim 60 further comprising means for providing the user with a directory, wherein the directory includes contact information.

69. The system defined in claim 60 wherein the dispute management process is selected from the group consisting of documents-only arbitration and on-call mediation.

70. The system defined in claim 60 further comprising means for receiving an indication from the user that indicates the desirability of a neutral from a plurality of neutrals at the first computer.

71. The system defined in claim 70 further comprising means for providing the user with access to additional information relating to the plurality of neutrals.

0090403 112401

87. The system defined in claim 85 wherein the profile comprises information relating to dispute resolution.

means for receiving an indication at a first computer from a user at a second computer to file a claim;

means for providing the user at the second computer with access to a case filing application in response to receiving the indication;

means for receiving an indication at the first computer from the user at the second computer, wherein the indication indicates a dispute management feature for a dispute management application; and

means for providing the dispute management feature to the user using the first computer with the dispute management application in response to receiving the indication.

89. The system defined in claim 88 wherein the user is a claimant.

90. The system defined in claim 88 wherein the user is respondent.

91. The system defined in claim 88 further comprising means for providing the user with access to user information relating to dispute management.

92. The system defined in claim 91 further comprising means for allowing the user to electronically search for user information.

93. The system defined in claim 88 further comprising means for allowing the user to select a dispute management process.

94. The system defined in claim 93 wherein the dispute management process is selected from the group consisting of documents-only arbitration and on-call mediation.

95. The system defined in claim 88 further comprising means for receiving an indication from the user that indicates the desirability of a neutral from a plurality of neutrals at the second computer.

96. The system defined in claim 95 further comprising means for providing the user with access to additional information relating to the plurality of neutrals.

97. The system defined in claim 88 further comprising means for calculating a filing fee for the claim.

0990403 112104

104. A system for preventing disputes using a dispute management application comprising:

means for monitoring communications from a first computer;

means for comparing information from the first computer with dispute management criteria from a database located at a second computer;

means for determining a dispute-related conclusion based at least in part on the comparison using data mining techniques; and

means for providing a dispute management process to a user at the first computer.

105. The system defined in claim 104 further comprising means for determining key fields in the communications.

106. The system defined in claim 104 wherein the dispute management criteria comprises dispute prevention information.

107. The system defined in claim 104 further comprising means for communicating a notification to the user that indicates the likelihood for a dispute to arise.

108. The system defined in claim 104 further comprising means for providing the user with statistics relating to dispute management.

099040-120
T0211 2040660

109. A system for international dispute management using a dispute management application comprising:

means for monitoring communications to a first user at a first computer from a second user at a second computer;

means for identifying the second user at the second computer;

means for providing the first user with international dispute management information in response to the identification;

means for determining one or more dispute management rules; and

means for providing the first user with a plurality of dispute management features in response to determining the dispute management rules.

110. The system defined in claim 109 further comprising means for providing the first user with access to information relating to international dispute management.

111. The system defined in claim 109 wherein the means for identifying the second user comprising means for determining the country that the second user is communicating from.

112. The system defined in claim 109 further comprising means for providing the first user with arbitration clauses relating to the country that the second user is from.

113. The system defined in claim 109 further comprising means for providing the first user with rules relating to the country that the second user is from.

114. The system defined in claim 109 further comprising means for determining a dispute management process for resolving an international dispute.

115. The system defined in claim 114 further comprising means for providing the first user with the dispute management process for resolving the dispute.

116. The system defined in claim 114 wherein the dispute management process is selected from the group consisting of documents-only arbitration and on-call mediation.

117. The system defined in claim 109 further comprising means for receiving an indication from the first user to create a profile.

118. The system defined in claim 109 further comprising means for receiving an indication from the second user to create a profile.

119. A system for dispute management using a dispute management application comprising:

- a user input device;
- a display device; and
- a dispute management application

implemented at least partially on control circuitry and programmed to:

- receive an indication from a user to file a claim using a first computer, wherein the claim comprises a request for a dispute management process;

- provide the user with a plurality of dispute management features in response to receiving the indication at the first computer;

- allow a case manager to manage the dispute management process using a second computer;

- receive an indication from the case manager of a selected neutral at a third computer; and

- allow the selected neutral to facilitate the dispute management process using a third computer.

120. The system defined in claim 119 wherein the user is a claimant.

121. The system defined in claim 119 wherein the user is respondent.

122. The system defined in claim 119 wherein the dispute management application is further programmed to provide the user with access to a case filing application in response to receiving the indication from the user to filing a claim.

099948-1101
TOTAL 28360

123. The system defined in claim 119 wherein the dispute management application is further programmed to:

receive an indication from the user, wherein the indication indicates a dispute management feature for the dispute management application; and provide the dispute management feature to the user with the dispute management application in response to receiving the indication.

124. The system defined in claim 119 wherein the dispute management application is further programmed to provide the user with access to information relating to dispute management.

125. The system defined in claim 124 wherein the dispute management application is further programmed to allow the user to electronically search through the information.

126. The system defined in claim 125 wherein the dispute management application is further programmed to receive a keyword from the user.

127. The system defined in claim 119 wherein the dispute management application is further programmed to provide the user with a directory, wherein the directory includes contact information.

128. The system defined in claim 119 wherein the dispute management process is selected from the group consisting of documents-only arbitration and on-call mediation.

2025.04.24

134. The system defined in claim 119 wherein the dispute management application is further programmed to receive an indication from the user to electronically submit at least one document.

135. The system defined in claim 134 wherein the dispute management application is further programmed to receive definitions of viewing priorities from the case manager at the second computer.

136. The system defined in claim 134 wherein the dispute management application is further programmed to provide the neutral at the third computer with access to the at least one document.

137. The system defined in claim 119 wherein the dispute management application is further programmed to provide the user with a schedule for electronically submitting at least one document.

138. The system defined in claim 119 wherein the dispute management application is further programmed to provide a notification to the selected neutral at the third computer in response to receiving the indication from the case manager.

139. The system defined in claim 119 wherein the dispute management application is further programmed to provide the user with a discussion area relating to dispute management.

2025 RELEASE UNDER E.O. 14176

140. The system defined in claim 119 wherein the dispute management application is further programmed to allow the user to create a discussion area relating to dispute management.

141. The system defined in claim 119 wherein the dispute management application is further programmed to provide the user with access to a case, wherein the case comprises the claim that the user has filed.

142. The system defined in claim 119 wherein the dispute management application is further programmed to provide the user with access to postings that have been submitted using the dispute management application.

143. The system defined in claim 119 wherein the dispute management application is further programmed to receive an indication from the user of users that have a conflict of interest with the claim.

144. The system defined in claim 119 wherein the dispute management application is further programmed to receive an indication from the user that the user desires to create a profile.

145. The system defined in claim 144 wherein the profile comprises information relating to dispute prevention.

09040650

150. The system defined in claim 147 wherein the dispute management application is further programmed to provide the user with access to user information relating to dispute management.

151. The system defined in claim 147 wherein the dispute management application is further programmed to allow the user to electronically search for user information.

152. The system defined in claim 147 wherein the dispute management application is further programmed to allow the user to select a dispute management process.

153. The system defined in claim 147 wherein the dispute management process is selected from the group consisting of documents-only arbitration and on-call mediation.

154. The system defined in claim 147 wherein the dispute management application is further programmed to receive an indication from the user that indicates the desirability of a neutral from a plurality of neutrals at the second computer.

155. The system defined in claim 147 wherein the dispute management application is further programmed to provide the user with access to additional information relating to the plurality of neutrals.

0990403-13404

156. The system defined in claim 147 wherein the dispute management application is further programmed to calculate a filing fee for the claim.

157. The system defined in claim 147 wherein the dispute management application is further programmed to allow the user to modify the claim.

158. The system defined in claim 147 wherein the dispute management application is further programmed to receive an indication from the user to electronically submit at least one document.

159. The system defined in claim 147 wherein the dispute management application is further programmed to provide the user with a schedule for electronically submitting at least one document.

160. The system defined in claim 147 wherein the dispute management application is further programmed to provide the user with access to postings that have been submitted using the dispute management application.

161. The system defined in claim 147 wherein the dispute management application is further programmed to:

receive an indication from the user to postpone a hearing; and

provide users related to the claim with a notification in response to receiving the indication.

2025040660

162. The system defined in claim 147 wherein the dispute management application is further programmed to receive an indication from the user that the user desires to create a profile.

163. A system for preventing disputes using a dispute management application comprising:

a user input device;
a display device; and
a dispute management application
implemented at least partially on control circuitry and
programmed to:

monitor communications from a first
computer;

compare information from the first
computer with dispute management criteria from a
database located at a second computer;

determine a dispute-related
conclusion based at least in part on the comparison
using data mining techniques; and

provide a dispute management
process to a user at the first computer.

164. The system defined in claim 163 wherein the dispute management application is further programmed to determine key fields in the communications.

165. The system defined in claim 163 wherein the dispute management criteria comprises dispute prevention information.

TOP SECRET

166. The system defined in claim 163 wherein the dispute management application is further programmed to communicate a notification to the user that indicates the likelihood for a dispute to arise.

167. The system defined in claim 163 wherein the dispute management application is further programmed to provide the user with statistics relating to dispute management.

168. A system for dispute management using a dispute management application comprising:

- a user input device;
- a display device; and
- a dispute management application

implemented at least partially on control circuitry and programmed to:

- monitor communications to a first user at a first computer from a second user at a second computer;
- identify the second user at the second computer;
- provide the first user with international dispute management information in response to the identification;
- determine one or more dispute management rules; and
- provide the first user with a plurality of dispute management features in response to determining the dispute management rules.

0900403 1104
101111 20406660

169. The system defined in claim 168 wherein the dispute management application is further configured to provide the first user with access to information relating to international dispute management.

170. The system defined in claim 168 wherein the dispute management application is further configured to determine the country that the second user is communicating from.

171. The system defined in claim 168 wherein the dispute management application is further configured to provide the first user with arbitration clauses relating to the country that the second user is from.

172. The system defined in claim 168 wherein the dispute management application is further configured to provide the first user with rules relating to the country that the second user is from.

173. The system defined in claim 168 wherein the dispute management application is further configured to determine a dispute management process for resolving an international dispute.

174. The system defined in claim 168 wherein the dispute management application is further configured to provide the first user with the dispute management process for resolving the dispute.

0950403-1104
10/27/2010 11:04

175. The system defined in claim 174 wherein the dispute management process is selected from the group consisting of documents-only arbitration and on-call mediation.

176. The system defined in claim 168 wherein the dispute management application is further configured to receive an indication from the first user to create a profile.

177. The system defined in claim 168 wherein the dispute management application is further configured to receive an indication from the second user to create a profile.

0990403 11101